

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>INFOTAINMENT REBOOT WITH NAVIGATION SD CARD INSTALLED</b>	<b>Service Alert No.:</b> SA-014/21
	<b>Last Issued:</b> 02/02/2021

## APPLICABLE MODEL(S)/VINS

2021 Mazda3  
2021 CX-30  
2021 CX-5  
2021 CX-9

## DESCRIPTION

Some customers may complaint about an infotainment reboot. The infotainment system recovers if the Navigation SD card is removed (see attached video).

Mazda is currently investigating this concern. Contact Hotine for the latest information.



**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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